

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 01/01/2008
SUBJECT: General Administration	SECTION: GA 1.4

SUBTITLE: CRSA Document Development, Maintenance, And Dissemination

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to develop, maintain, and distribute all CRSA operational, fiscal, program, and administrative manuals, guidelines, and requirements to CRSA staff and Children's Rehabilitative Services (CRS) Regional Contractors.

PROCEDURE:

- 1) General Requirements
Arizona Department of Health Services (ADHS)/Office of Children with Special Health Care Needs (OCSHCN)/CRSA shall:
 - a) Develop, maintain, post, and distribute comprehensive manuals.
 - b) Provide CRS Regional Contractors copies of all applicable manuals and provide timely and accurate communication of any revisions to the CRS Regional Contractors.
 - c) Ensure that the manuals contain detailed specifications for all operational, fiscal, program, and administrative procedures applicable to the CRS Regional Contractors.
 - d) Submit applicable CRS Regional Contractor manuals to the Arizona Health Care Cost Containment System Administration (AHCCCSA) for review and approval prior to implementation.
- 2) Manuals provide detailed information concerning the administrative, organizational, or operational requirements associated with a specific function.

Included:

- a) The CRSA Policy and Procedures Manual is directed to CRSA staff and, at times the CRS Regional Contractors, and pertains to administrative and organizational requirements.
- b) The CRS Regional Contractors Policy and Procedures Manual (RCPPM) is directed to the CRS Regional Contractors regarding requirements for administration and the direct provision of medical and support services.
- c) The ADHS Office of Program Support Procedures Manual is directed to CRSA staff and the CRS Regional Contractors and is a reference guide describing the procedural requirements for the submission of encounters and includes data processing requirements.
- d) The CRSA Clinical Practice Guidelines Manual provides guidance to CRS Regional Contractors by identifying best practices and endorsing specific approaches when providing medical and support services. Clinical Practice

Guidelines pertain to specific medical conditions and treatment approaches that help ensure appropriate clinical practice and positive outcomes.

- e) The ADHS Office of Program Integrity Operations and Procedures Manual provides guidance on how to reduce, prevent, and detect fraud and abuse, improve operational quality, and ensure the provision of high quality care in the State health care system.
- 3) Development and revision of CRSA Policy and Procedures Manual and the RCPMP
- a) Timeframe:
All medical, operational, fiscal, program, and administrative policies and procedures are reviewed annually, or more frequently, based on new requirements or changes to existing requirements.
 - b) Process for development and revision of policy content for the CRSA Policy and Procedures Manual and RCPMP:
 - i) Identify the policy content area;
 - ii) Conduct research and gather necessary background information;
 - iii) Secure feedback and recommendations from CRSA internal experts;
 - iv) Distribute draft document(s) to external stakeholders to solicit any comments;
 - v) Review external stakeholder comments with CRSA Division Chief of Compliance, as needed;
 - vi) Submit document(s) to CRSA Executive Committee for approval;
 - vii) Forward draft policy to AHCCCS for approval, if applicable;
 - viii) Secure appropriate signatures, if applicable (the CRSA Administrator signs all internal policies and the CRSA Medical Director signs all internal quality management and medical management/utilization management policies);
 - ix) Disseminate external policies to the CRS Regional Contractors prior to the effective date;
 - x) The CRS Regional Contractors make available the final policy content to its' providers; and
 - xi) Conduct education and distribute new/revised policies, procedures, and/or documents to appropriate individuals.
- 4) Posting and Distribution of Documents
- a) CRSA documents are distributed to the CRS Regional Contractors when new documents are developed and when current documents are revised.
 - b) The CRS Regional Contractors shall ensure that all applicable documents are made available to its' subcontracted providers including accurate communication of applicable CRSA document revisions.
 - c) The CRSA Policy and Procedures Manual, RCPMP, and CRSA Clinical Practices Guidelines Manual are posted on the ADHS/OCSHCN/CRSA Web site at http://www.azdhs.gov/phs/ocshcn/crs/crs_az.htm. The ADHS Office of Program Support Procedures Manual and ADHS Office of Program Integrity Unit Operations and Procedures Manual are posted on the ADHS/Division of Behavioral Health Services Web site at <http://www.azdhs.gov/bhs/gm.htm>.
 - d) The CRSA Web-based documents are updated upon revision. The CRS Regional Contractors are notified of all changes pertaining to documents posted on the ADHS/OCSHCN/CRSA Web site.
 - e) The CRS Regional Contractors shall ensure prompt notification to subcontracted providers of all document changes posted on the CRS Regional Contractor Web

site. The CRS Regional Contractors must ensure that hard copies of the RCPPM are distributed to all contracted providers that do not have Internet access.

Approved:	Date:
 _____ CRSA Administrator	<u>12/11/07</u>